

FIRST PLUS11.6

PROCEDURE OF

Information requirements

VERSION/Revision: 1/ 0Controlled

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Objective

Ensuring that information is always accessible to the publicly available.

The requirements for using the FIRSTPLUS VVB validated/verified symbol or referring to FIRSTPLUS VVB V/V by FIRSTPLUS VVB validated/verified clients are outlined in this document.

Scope

Information required to be made available to the public in accordance with international standards ISO 17029:2019 and ISO 14065.

FIRSTPLUS VVB validated/verified clients are required to use FIRSTPLUS VVB V/V symbol or refer to FIRSTPLUS VVB V/V where appropriate.

Responsibilities

All FIRSTPLUS VVB team members are responsible especially Quality Manager.

Clients responsible for use FIRSTPLUS VVB V/V symbol or use of marks.

Description of activities

1-Publicly available information

The information of First Plus Consultation Company can be obtained through website (www.firstplusweb.com) inquiry sent to an email info@firstplusweb.com

Also, by direct communication between FIRSTPLUS-VVB and Clients.

The Information provided by FIRSTPLUSVVB to a client shall provide the following:

- 1) A detailed description of the V/V process includes how the FIRSTPLUS VVB considers results of previous V/V result, where appropriate and if available.
- 2) The specific schedule for V/V activities and operations
- 3) Any changes in V/V requirements or relevant GHG scheme that may effect on objective of the clients.
- 4) The policy governing any statement that the client is authorized to use making reference to its V/V activities.
- 5) The information about V/V team members.
- 6) The information about fees.
- 7) The Information about procedures for handling complaints and appeals.
- 8) Impartiality and Quality policy.

Once any change mentioned before occurs, the quality manager is responsible to update and publish.

To make sure that only accurate and current information is provided, the quality manager does a follow-up on the FIRSTPLUS VVB website.

FIRSTPLUS VVB shall not state or imply that V/V would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

In case of withdrawal/termination of V/V statement, the client is removed from the website, while in case of suspension FIRSTPLUS VVB makes a notice to that V/V statement.

The FIRSTPLUS VVB activities shall not be marketed or offered as linked with the activities of any organization that provides consultancy.

The FIRSTPLUS VVB website must contain the following data and be up to date:

- 1) Details regarding the Verification /validation program, such as evaluation protocols and guidelines for approving, retaining, suspending, withdrawing, or refusing verification;
- 2) Details on certified products, verification/validation reports, and any other requirements that clients might need to be aware of;
- 3) Identification of the product; the standards and other normative documents to which conformity has been certified; Identification of the client;
- 4) An explanation of the rights and responsibilities of applicants and clients, including conditions, limitations, and restrictions on the use of the Carbon Footprint mark and the name of the verification/validation body, as well as how to refer to the granted verification/validation statement;
- 5) Details regarding the accreditation Body's requirements for the approved scope of VVB activities;
- 6) Details regarding the complaint and appeals processes;
- 7) Changes or prospective changes to laws, administrative regulations, or official obligations, or evaluation and verification operations or procedures;

- 8) Description of the means by which the verification body obtains financial support and general information on the fees charged to applicants and to clients;

2-Other information to be available

FIRSTPLUS VVB maintains clear, traceable and accurate information about its activities and the sectors in which it operates, and provides it upon request through the website.

FIRSTPLUS VVB web allows tracking of verification or validation number of any client; this unique number is linked with a unique VV process.

Each stakeholder can request information by email about the status of a given validation/verification statement.

Note that the verification/validation opinion status can be a confirmation of the identity of the body that issued the opinion, the date it was issued, and the review date, if applicable.

The FIRSTPLUS VVB provides the information about clients and also updates the programs in place and any changes.

FIRSTPLUS VVB provides verification/verification activity fees on web site.

FIRSTPLUS VVB requirements need from client's compliance with the verification/validation program and is achieved by V/V activities process and filling out an application at the start of contract.

FIRSTPLUS VVB requires clients to comply by making all necessary arrangements to conduct verification/validation activities. This is achieved through the implementation of contractual procedures from the outset.

FIRSTPLUS VVB requires clients to comply by making arrangements, where possible, to accommodate the presence of an auditor, accreditation assessors or auditor/auditor trainee.

FIRSTPLUS VVB has policy governing any statement that the client is authorized to use when making reference to its validation/ verification statement in communication of any kind in line with the requirements.

The verification/verification team provides a detailed description of the verification/verification process explains the description of the verification/verification process as well as how the authority views previous verification/verification results, where appropriate and if available, all of which verification and validation procedures have been followed.

FIRSTPLUS VVB has process includes an opening meeting with client to discuss and present this.

3-Reference to validation/verification and use of marks

FIRSTPLUS VVB has rules governing any reference to V/V or use of its marks that it authorizes its clients to use. These rules ensure, among other things, traceability back to the V/V body and to the V/V statement issued.

The FIRSTPLUS VVB also has rules governing the proper use of such reference or marks only in relation to a claim that has been validated/ verified and also ensures that it is not misleading in relation to the product certification.

NOTE: Information on third-party marks of conformity is given in ISO/IEC 17030.

The FIRSTPLUS VVB is very careful about conditional contracts and continuous follow-up to ensure that its approval requires that the client not use the environmental information statement, opinion, report, signs, logos or posters in a way that could mislead the intended users or weaken the

authority's reputation. Marks, logos and labels may include symbols of the body or those associated with a programme.

The FIRSTPLUS VVB establishes rules applying to references to data and information in an environmental information statement that were validated or verified.

The FIRSTPLUS VVB agreement requires the client to ensure that any opinions or reports of factual findings declared by the client are fully communicated.

General format and display of the FIRSTPLUS VVB environmental validated/verified symbol or reference to FIRSTPLUS VVB V/V:

- 1) FIRSTPLUS VVB logo is to be used by FIRSTPLUS VVB only. Validated/Verified clients may use FIRSTPLUS VVB environmental validated/verified symbol and/or may make a reference to their FIRSTPLUS VVB V/V, but may not use FIRSTPLUS VVB logo in such reference.
- 2) Only the proper format, size, color, and language specified by FIRSTPLUS VVB in an electronic form may be shown for the FIRSTPLUS VVB sign.
- 3) Where a client wishes to refer to its FIRSTPLUS VVB instead of using the symbol it shall without variation use the relevant phrase "FIRSTPLUS VVB validated/verified client No.000000"
- 4) All quotations that contain the FIRSTPLUS VVB environmental validated/verified symbol or refer to FIRSTPLUS VVB V/V shall clearly indicate those activities that are not FIRSTPLUS VVB validated/verified.
- 5) The activities that are not FIRSTPLUS VVB validated/verified must be explicitly stated in any quotation that uses the FIRSTPLUS VVB validated/verified sign or makes reference to it.

- 6) A client environmental validated/verified by FIRSTPLUS VVB shall, in addition to all other requirements detailed in this document, display, on any documentation it chooses, FIRSTPLUS VVB V/V number with the GOEIC EVVU validated/verified symbol.
- 7) The client validated/verified by FIRSTPLUS VVB may not imply in their use of FIRSTPLUS VVB validated/verified symbol or in any reference to FIRSTPLUS VVB V/V that FIRSTPLUS VVB approves their product, service, management system, personal or process.
- 8) A client validated/verified by FIRSTPLUS VVB that holds V/V in more than one field shall ensure that it does not imply V/V for any field which it does not have V/V.
- 9) Failure to comply with these requirements may lead to denial, suspension or Withdrawal of V/V and/or legal action.

Use of FIRSTPLUS VVB validated/verified symbol or reference to FIRSTPLUS VVB validation/verification in publicity material:

- 1) Environmental validated /verified client are entitled to incorporate FIRSTPLUS VVB validated/verified symbol in publicity material that refers to validated/verified services provided that the conditions in this document are met. Validated/verified client are also entitled to make general reference to FIRSTPLUS VVB V/V provided that they ensure that FIRSTPLUS VVB V/V is not implied for non-validated/verified activities. Note: Where reference is made to having FIRSTPLUS VVB V/V the client must ensure that it does not imply V/V for areas not validated/verified.
- 2) Approval for the use of FIRSTPLUS VVB validated/verified symbol or any reference to FIRSTPLUS VVB V/V in publicity material relating to a product must be obtained from FIRSTPLUS VVB.

- 3) FIRSTPLUS VVB validated/verified symbol shall not be used in literature relating to a product unless it is directly located adjacent to the reference to the validated/verified function.

Other restrictions on the use of FIRSTPLUS VVB validated/verified symbol or reference to FIRSTPLUS VVB V/V:

- 1) FIRSTPLUS VVB validated/verified symbol or any reference to FIRSTPLUS VVB V/V shall not be displayed on a test item, or product or used to imply product certification.
- 2) FIRSTPLUS VVB validated/verified symbol shall not be used in literature relating to a product unless it is directly located adjacent to the reference to the validated/verified function.
- 3) Approval for the use of FIRSTPLUS VVB validated/verified symbol or any reference to FIRSTPLUS VVB V/V in publicity material relating to a product must be obtained from FIRSTPLUS VVB.

Other restrictions on the use of FIRSTPLUS VVB validated/verified symbol or reference to FIRSTPLUS VVB V/V:

- 1) FIRSTPLUS VVB validated/verified symbol or any reference to FIRSTPLUS VVB V/V shall not be displayed on a test item, or product (or attachment there to) or used to imply product certification.
- 2) Subject to conditions stated in this document, the use of FIRSTPLUS VVB validated/verified symbol or reference to FIRSTPLUS VVB V/V on items other than reports or certificates is not discouraged, but shall be subject to agreement by FIRSTPLUS VVB.

- 3) The client validated/verified by FIRSTPLUS VVB shall upon suspension, reduction or withdrawal of FIRSTPLUS VVB V/V immediately stop to use symbol and any other materials displaying FIRSTPLUS VVB validated/verified symbol or containing references to FIRSTPLUS VVB V/V and shall inform its affected clients of the suspension, reduction or withdrawal of its V/V and the associated consequences without undue delay.
- 4) FIRSTPLUS VVB shall take appropriate action to deal with incorrect use of any of its V/V symbols or reference to V/V. This action may include:
- Request for corrective actions;
 - Withdrawal of certificates/reports;
 - Publication of transgression, and if necessary
 - Suspension/withdrawal of V/V and/or legal action.
- 5) FIRSTPLUS VVB permits environmental validated/verified clients to use FIRSTPLUS VVB V/V symbol in communications media where media could be TV, Radio, Newspapers, Trade journals, Flyers, advertisements etc with only FIRSTPLUS VVB written permission

FIRSTPLUS VVB validated/verified symbol or any reference to FIRSTPLUS VVB V/V shall not be used in such a way as to imply that FIRSTPLUS VVB accepts responsibility for the accuracy of a calibration or test result, or any opinions or interpretations derived thereon, or approves a calibrated instrument, test item or product.

Reference

ISO/IEC 17029:2019 Conformity assessment - Requirements for Validation and verification bodies and ISO 14065.

Related Forms

Non